



Total number of calls to surgery:

3,673

↑ 362 (3,311)



Number of calls answered within two minutes:

1,532

↑ 272 (1,260)



Number of calls abandoned:

493

↓ -9 (502)



Items issued via prescription:

3,078

↑ 155 (2,923)



Referrals Made:

204

↑ 41 (163)



Fit Notes Issued:

117

↑ 18 (99)



Administrative Communications Issued (letters/emails):

488

↑ 120 (368)



Text Messages Sent and Received:

571

↑ 114 (457)



Total digital requests submitted to practice:

708

↑ 50 (658)



Appointments - Total:

3,649

↑ 758 (2,891)



Appointments - Seen:

3,499 (95.889%)

↑ 751 (2,748)



Appointments - DNA:

150 (4.111%)

↑ 7 (143)